

ICJI 2015 VOCA Victim Assistance Performance Measures

Q&As from Conference Calls

The Basics

Q 1. What is the difference between the Subgrant Award Report (SAR) that we sent to you and the PMT quarterly report that I will be doing?

A. The SAR simply registers your entity into the system and describes the kind of work you will be doing and reporting.

Your PMT quarterly report will provide data on the victims you have served during that quarter and the types and numbers of services you have provided.

Q 2. What then?

A. Once your SAR is submitted by ICJI you will receive an email from the PMT system indicating that you entity is registered

You will need choose your own password for PMT. When you click the link, it should prompt you on how to set-up your account including coming up with a password. It should be asking for a Security challenge question which will be used to verify your account or to reset a password. Below the Security Profile section, there should be a box that says Create Password and right below it Verify Password. You are to choose your own password. If the link did not take you to this page then you will need to contact the OVC PMT helpdesk for assistance is creating your account. The [PMT helpdesk is at ovcpmt@csrincorporated.com](mailto:ovcpmt@csrincorporated.com) or call 1-844-884-2503.

Q 3. Will I still have to report into Egrants?

A. You will still use Egrants for your financial reporting. You will have to complete a very small, two question report in Egrants for VOCA awards. These are two questions we need here at CJI needs but the feds do not ask for in the PMT report. If you have a regular VOCA award, you will just see these two questions:

1(a). Is the Project On Schedule? - This is a drop down (Yes/No) answer and must be complete to submit the report.

1(b). If not, please explain? - This is a text box answer, and is not required.

2. Briefly List Activities Conducted During This Period: - This is a text box answer, and must be complete to submit the report.

Note: If you have a One Time Special Project VOCA award, you will see a full array of questions.

Note: None of the report information above has ANY EFFECT on your ability to generate fiscal reports once your grant is set to Open – Awarded in Egrants (some are still in process).

Q 4. What if subgrantees that have more than one VOCA grant? I understand that we had to fill out a SAR for each grant, but how will we report – separately or all together in one quarterly report?

A. If you have multiple grants, only one subgrantee Data Report is required for each reporting period, if the project start and end dates for each award are active concurrently during each reporting period. Therefore, if you have two awards that both start Oct. 1, then you will submit one report for both awards

Q 5. How can I change the Excel Spreadsheet? We do not have a reliable intake or case management system, so I am using the spreadsheet you provided. I was hoping I could sort each person's spreadsheets by CLIENT NAME. But when I went in to play with the spreadsheet, it doesn't look like I can do that. I also wanted to take out some columns that don't apply to us to make it easier for them to go through the spreadsheet to make sure they have everything. Is there a way to unlock the spreadsheet so I can do some of this work or not?

A. In the Excel, go to 'Review' and select 'Unprotect Workbook'.

Q 6. Although my VOCA grant began 10/01, we did not have any activity to report for the first quarter. Do I have to report at all?

A. Yes, you will need to complete a report even if there was no activity this quarter.

Q 7. We have a regular VOCA grant that is from 10/01 – 9/30 and a One Time Special Project VOCA grant that goes from 01/01 – 12/31. How and when do I report?

A. Submit your first quarter regular VOCA data into PMT by the end of January. We will send out further information on reporting on your One Time grant before it is time to report on that in April.

Accessing the PMT system

Q 8. How do I get access to or log in to the PMT?

A. The OVC PMT (Office for Victims of Crime Performance Measurement Tool) is located at: <https://www.ovcpmt.org>. All individual users of the PMT must have their own unique log-in to access the system. The primary point of contact listed on the SAR you submitted will receive an invitation via e-mail from PMT with instructions on how to create a new user account. The point of contact may then add additional users. To add new users, go to the Administration– User Management page in the PMT. All new users added will receive an e-mail to create their own unique log-in.

Q 9. I forgot my password for the PMT. What do I do?

A. If you forgot your password, enter your user name (or e-mail address), leave the Password field blank, and select Forgot Password. Enter and submit the answer to your challenge question. If correct, the PMT will send you an e-mail with a link to create a new password.

Passwords must be at least 12 characters and contain both upper- and lowercase letters, one number, and one special character (e.g., !, @, \$).

Q 10. I put our Executive Director's name in as contact, but I will be doing the report. How does she/he change it to me?

A. Once the primary contact is in PMT and has a password, he or she may enter additional names to allow for their data entry.

Q 11. I was provided a link to create an account and when I submitted my information, I received this error message: *"The web site you are accessing has experienced an unexpected error. Please contact the website administrator."* When I backed out and tried to access the link again, I received a message that said the link was no longer valid. Please advise.

A. Please wait a little while and try again. We have received that message when in PMT a few times and usually it resolves on its own. Or maybe try the link in a different browser, like Chrome. If those options do not work, contact the OVC PMT helpdesk for assistance.

Q 12. Will PMT accept uploads? Our IT folks are working on redoing our database to collect the new required information – if they create a report for me will PMT accept uploads?

A. No not at this time. You can take the report you have created, but it will still need to be entered into the PMT system.

Q 13. I just realized that some of the information we entered is incorrect. How can I change it?

A. Email Christine Reynolds at chrreynolds@cji.in.gov or Sharon Langlotz at slanglotz@cji.in.gov. Note: please contact your VOCA grant manager for Egrants, including budget/financial history questions or Egrants reporting. Christine and Sharon will be providing technical assistance on the quarterly PMT reporting.

Q 14. When I begin entering data, can I log out and finish later?

A. Yes, once you click the Save button at the bottom of the page, all your work up to that point is saved. When you log in again, you can resume entering data from where you last saved your work. Please be aware that due to security rules and regulations, your session will time out in the PMT after 30 minutes of inactivity. To avoid having to reenter data, click the Save button before leaving the system unattended or when you're finished entering data.

Q 15. What is the Review page for?

A. The Review page shows all the questions, answers, and any alerts/errors (e.g., missing required values) for the reporting period. There's a Print option on the Review page that lets you save a PDF copy of the information before certifying or marking the data complete.

Q 16. Our agency has set up multiple users. I am receiving a message that someone else is logged in, and I can't access the data entry pages.

A. To manage multiple users within the same account and ensure data quality, only one user may enter/edit data at a time. If you get this message, then someone else within your account

is using the system, and you will need to wait for that user to exit before you can log in. When you are entering data and are ready to end your session, select the Exit Data Entry button at the bottom of each data entry page or the Logout button to exit and to allow others within your account access.

Q 17. After I submit my report in PMT, can I print it?

A. yes

Q 18. Will I receive confirmation that my performance data reports are up to date and complete?

A. You can find the status of your data entry and reports on the Reports page in the PMT.

Demographics and Counting Individuals and Services

*****Remember, you are reporting on *VOCA funded* activities – those services provided while staff are funded by VOCA and VOCA match.**

*****There may be services and activities that you do which are not included in the PMT subgrantee report, such as presentations to community groups or volunteer training. These important activities should still be counted and listed in the narrative part of E-grants each quarter. You will also have the opportunity to put all of these other things you do in the PMT year-end report.**

Q 19. If a victim presents with DV in the first quarter and received services but then presented themselves as DV again in the 4th qtr (no services received during 2nd and 3rd qtr), is this victim counted twice (1 in 1st qtr. and 1 in 4th qtr.) or just once?

A. I. In the Population Demographics, that individual would be counted in Question 1 for the 1st and 4th quarter for total number of individuals served. In Questions 4 & 5, the individual would be counted only in the 1st quarter as a new individual. In Question 6, the individual would be counted in the 1st & 4th quarter once in the Domestic and/or Family Violence category.

In the Direct Services section, they would be counted in the 1st and 4th quarter as a recipient of services for each category in which services are provided. Then the frequency of services delivered to that individual. If it is a continuation of the 1st quarter incidence of DV then they should be counted

This first quarter ALL will be new clients (since this is a new reporting year and a new system) - then after that you will only enter “new” for truly new ones. You will still count activities for returning clients. So you may have one person who you see twice per month - he is only new the first time.

Q 20. But we have not been able to implement the new data collection items yet, such as individual counts and some of the demographics. What should we do?

A. Do the best you can with the stats. The feds (Office for Victims of Crime) understands that you may not be able to report ALL the data requested right away, and there is no penalty for that. OVC will work with the state administrators (ICJI) on an individual basis to establish an appropriate timeline for overcoming any unique issues in coming into compliance with the reporting requirements. Once you make changes to your data collection system over time, you can submit the enhanced data sets to OVC through the PMT when they are available. For the demographic information you have the option of selecting Not Tracked, which is due to the need to change the data collection system. This option will be phased out eventually as it will be expected that all agencies collect the necessary data in PMT.

Q 21. I have a question on the spreadsheet. I am currently only putting in clients that actually come to shelter. Are we supposed to put in crisis calls too? We don't consider someone to be a client until they come to the shelter, rather they are an inside or outside client.

A. If the person answering crisis calls is VOCA funded, then the individuals should be counted as a victim. The service would be counted under 9C – Emotional Support or Safety Services – C2. Hotline/crisis line counseling and if you provide referrals then they would also be counted under 9A Information & Referral – A3 or A4. If you are not able to collect demographic information from crisis calls, those individuals can be reported in the “Not Tracked” category. In Question 3, you would select C “No, Other Reason” and put hotline or crisis call as the explanation.

Q 22. Should agencies only count volunteer hours used as match for the VOCA subaward or for all of the agency's victimization programs and/or services, even if not used as match for this VOCA award?

A. The subgrantee organization should include volunteer hours used as match for this VOCA subaward.

Q 23. I noticed on the SAR that there is a question about the "number of volunteer hours supporting the work of the VOCA award (plus match) for the subgrantee's victim programs and services". Can you tell me more about what information you'd like us to report? Since most of our agencies receive many other sources of funding, how should we advise them on counting hours just for the VOCA project if they aren't using volunteer hours as match? I want to make sure we are reporting the correct information.

A. The subgrantee organization should include volunteer hours used as match for this VOCA subaward. If an agency has volunteer hours that are not used to support the work of the VOCA award, they should report 0.

Q 24. For race and ethnicity, can we report more than the number of total of victims reported to reflect victims who identify with more than one race/ethnicity?

A. If an individual identifies with more than one race, then please report him/her in the "multiple races" field. The total number for Race/Ethnicity must equal the total number of victims reported in Question 4.

Q 25. Should the total number of victims include primary and secondary victims?

A. Yes, total number of victims may include secondary victims, if they were served with VOCA funds.

Q 26. But the majority of our direct service employees are funded by multiple funding sources. We do not track what is being done by VOCA specifically. So, do we report all victims seen by staff or a percentage based on VOCA vs. overall budget?

A. In this case, I would recommend that you count all victims and then provide the count that represents the percentage of VOCA funds to the overall budget's proportion.

Q 27. If secondary victims are counted as well, how would that work for a CASA? The child is the victim, but the non-offending caregiver/s sometimes need help as well. Can we count them?

A. The parents would only be counted as victims if they were provided a *service resulting from their child being victimized*. For instance, if the parent received a referral to counseling, then they can be counted as a victim. In that instance, they should be reported in the "Other" category and provided an explanation such as secondary victim to child abuse.

If you are not providing any services to the parent, then do not count them at all. If all services provided and referrals being made are for the child then only count the child as a victim and for services provided.

In other words, if they just bring the child in and sit in the waiting room, then you would only count the child as the one victim. But if the non-offending caregivers are in need of - and receiving - services – related to the victimization of their child, then count them as well.

Q 28. If we had a client who is a victim of both DV *and* SA would we count them in both sections of the report?

A. Yes, you can count the person under two categories in #6A . Count them as a new individual in #1 and check the types of victimization in #6. One person can have two or more victimizations. You would also count them in #6B for having more than one victimization type during the reporting period.

Q 29. Age at time of victimization #1: What should be recorded here when the victim's age may vary? For example, sexual assaults may occur over a period of time or multiple assaults occur over a period of time (child is abused every time grandpa visits over a 5 year period). What about when the crime changes over time with grooming?

Q 30. Age at the time of victimization #2: Does this mean when the client is presenting for services or when the crime occurred? For example, adults molested as children would have been victimized at an early age but would present for services at a later age (so what age would be reported – when they were victimized or when they received services?). Or a child was abused from 5-7 years old by a family friend but didn't disclose until 15, what age would be reported?

Q 31. Age #3: If we are serving someone who has experienced victimization across their lifespan falling into several of the age categories, which age category should we pick?

- A. For the Demographics section, age should reflect the age at the time of the crime OR victimization as self-reported by the victim, even if the victimization occurred multiple times and/or the victim did not disclose the victimization until years later.**

Q 32. It would be very helpful to have definitions for all services provided but here is one specific question. #E8 and #E10 (Prosecution interview advocacy/accompaniment and Criminal advocacy/accompaniment). When reporting on activity for our Victim/Witness based staff, would they count the accompaniment they provide under #E8 or #E10?

- A. Accompaniment provided by victim/witness-based staff should be counted under E10.**

Q 33. Is E8 a category for prosecutors' victim/witness staff or do we count all accompaniments under E10 (court, conferences/meetings with prosecutor? I'm not sure if E8 is meant for advocates say from a non-profit who accompany victims to criminal justice functions or if it's meant for all advocates.

- A. Category E relates to organizations that define themselves as criminal justice-related organizations/agencies. Please refer to Category B for Personal Advocacy/Accompaniment for nonprofit advocates.**

Q 34. Question on #7, Assistance with Victims Compensation: Many of our victims don't need our help filling out the Victims Compensation application, but do need help gathering information and documentation. The advocates spend a good deal of time with this. According to the instructions, the only thing we can report on is the actual completion of the Victims Comp form. Is this correct? If it is, our response in this category will no longer reflect the amount of assistance we're actually providing.

- A. The instructions ask that you "count the number of individuals who received assistance with completing a victim compensation application during the reporting period, even if they did not submit the application." Therefore, you should include all victims who received any level of assistance with filling out a victim compensation application during the reporting period, even if the application was not ultimately completed/submitted. However, simply providing a person with an application does NOT qualify as assistance.**

Q 35. Is #C1 for on-going clients?

- A. Yes. Section C in the Direct Services section is designed to capture both the number of clients who received each category of service AND the frequency with which each specific service was provided. For each category (e.g., item C) you select, please enter the *number of clients* who received services during the reporting period. For each subcategory within a category (e.g., item C1), enter the *number of times* that service was provided during the reporting period. Each time an ongoing client receives a service, that service should be counted again, even though it is the same individual being served.**

Q 36. Advocates used to be able to count the phone contacts in which they were conducting crisis intervention as crisis intervention or individual counseling. Is this correct? (The victims on sexual assault cases are often in crisis and not in our office.)

- A. No. Crisis intervention services provided over the phone should be counted in C2, "Hotline/crisis line counseling."**

Q 37. If we have a Secondary Victim, i.e., parent of an abused child, do we use the AGE of the secondary victim and account for them in the Child Sexual Abuse/Assault victimization type?

A. OVC is interested in the age “at the time of victimization.” The same rule applies to secondary victims...so you would need to report the parent’s age at the time when his/her child was abused. He/she should be reported in the “Other” category and provided an explanation such as secondary victim to child abuse

Q 38. Where do we report “theft” cases? Also would you considering “Invasion of Privacy” under the Violation of a Court (Protective) Order?

A. Theft, depending on the circumstances, could be reported in “Burglary”, “Robbery” or “Other”.

Invasion of privacy would most likely be reported in the Violation of a Court Order category.

Q 39. My prosecutor’s office assists businesses which have been robbed. Can I count that under “Burglary”, “Robbery” or “Other”?

A. No, VOCA serves *individual victims* of crime. You might serve a small business owner who was robbed and beaten, but you would serve him as an *individual* impacted by a violent crime not as a business owner seeking restitution, etc. In one instance a bank was robbed and some of the tellers were threatened and one was injured. In that case VOCA can serve the individuals as victims of a crime, but not the bank.

Please keep in mind that these rules apply when you are working as a VOCA funded Victim assistance/advocate. If you are not fully funded by VOCA, then you could do other work not covered under VOCA rules.